

Do Not Delay Your Care Because of COVID-19

Have you put off health care because you were worried about COVID-19? While staying home may feel like the best choice, waiting to get care can be bad for your health.

What to Expect

Based on advice from the Centers for Disease Control and Prevention (CDC), workers at hospitals and doctor's offices take many steps to keep staff and patients safe. These steps include:

- Social distancing (staying 6 feet away from others) when you can.
- Washing hands often.
- Killing germs on (disinfecting) high-touch surfaces, such as doorknobs, handrails, and elevator buttons, often.
- Lowering the amount of germs on (sanitizing) surfaces in patient and public spaces often.

Health care providers wear personal protective equipment (PPE), such as gloves and special masks. Hospitals are also screening staff, patients, and visitors for COVID-19 before they can enter the emergency room (ER). This means people must have their temperatures taken and answer questions about symptoms. People who have COVID-19 symptoms (see page 2) are treated in another part of the hospital.

When to Seek Care

There are three main types of care you may need:

Routine care is the regular care you get from your PCP and other providers. This includes:

- Wellness check-ups.
- Health screenings.
- Vaccinations/immunizations (shots).

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Your Symptom Guide: Flu or Coronavirus?

With similar symptoms ranging from mild to severe, it is easy to mistake the flu virus for the novel coronavirus (COVID-19). This information from the Centers for Disease Control and Prevention (CDC) can help you tell them apart.



	What to expect	Both can cause:	Other symptoms	Contact your provider if:
Coronavirus	Symptoms may appear two to 14 days after contact with the virus. They last a few days to a week for most people.	<ul style="list-style-type: none"> ▪ Coughing. ▪ Diarrhea. ▪ Fatigue. ▪ Fever or chills. ▪ Headaches. ▪ Muscle or body aches. ▪ Runny or stuffy nose. 	<ul style="list-style-type: none"> ▪ Feeling short of breath or having a hard time breathing. ▪ New loss of taste or smell. 	You think you were exposed to the coronavirus.
Flu	Symptoms develop fast. They last less than two weeks.	<ul style="list-style-type: none"> ▪ Sore throat. ▪ Throwing up. 	N/A	You are very sick or have a high risk for problems related to the flu.

Do Not Delay Your Care Because of COVID-19 *(continued from page 1)*

People who live in D.C. are urged to keep seeing their providers for routine care. This includes yearly dental and well-child checkups.

Urgent (immediate) care is medical care you need within 24 to 48 hours, but not right away. Common symptoms for which someone might seek this care include:

- Fever (temperature over 100.4 degrees).
- Upper respiratory symptoms (like a severe cough).
- Sore throat or ear pain.
- Minor injuries (like strains, sprains, or minor cuts and burns).

- Diarrhea or vomiting that lasts more than a few hours.
- Pain or burning feeling when peeing and cloudy or stinky urine.

If you need immediate care or can't see your primary care provider (PCP), you can visit any CVS MinuteClinic in Washington, D.C. Learn more at hscsnhealthplan.org/immediate-care or call Customer Care at **202-467-2737**.

Emergency care is medical care you need right away for a serious, sudden, and sometimes life-threatening injury

- or illness. This includes:
- Choking.
 - Shaking (convulsions or seizures).
 - Trouble breathing.
 - Broken bones.

Prior Authorization is not required for emergency care.

If you need emergency care, call **911** or go to your nearest ER. Show the ER staff your HSCSN Enrollee ID Card. As soon as you can, call your PCP and your Care Manager.

Pregnancy Discomforts: When to Call the Doctor

The U.S. Department of Health and Human Services advises pregnant women to watch for signs of health issues that need medical attention. This includes:

Gestational diabetes (high blood sugar): Signs include being very thirsty, hungry, or tired. It can up the risk for preeclampsia and early delivery (before 37 weeks). It can also increase the chance that your baby will be born with low blood sugar and breathing problems.

Gestational hypertension (high blood pressure): This often begins after week 20 and goes away after childbirth. It can lead to early delivery and low birth weight. Pregnant women with high blood pressure have a higher risk for preeclampsia and other problems.

The HSCSN Pregnancy Program provides care coordination for expecting families. Contact your Care Manager for more information about pregnancy support services.

How to Help Children Wear Masks

Many children ages 2 and older should wear cloth face coverings (masks) in public, notes the American Academy of Pediatrics (AAP). But it is not always easy to adapt to them. To start, the AAP suggests putting masks on together and looking in the mirror. You can also place one on a doll or stuffed animal. Explain in simple, clear words or with pictures that masks help keep us all safe from COVID-19. Stress that over time, wearing masks gets easier. It can also help to:

- **Let children choose their masks.** The American Occupational Therapy Association (AOTA) suggests trying masks made with different types of cloth and closures. Masks that tie around the head, circle around the neck, or attach to eyeglasses or headbands may feel better than those with ear loops. Masks that show mouths through a plastic window may help with communication.

- **Practice taking masks off without touching the front** and putting them in the laundry right away, says the AOTA. Wash your hands before putting on and after taking off masks.
- **Wear masks at home for short periods,** advises the AAP. In time, plan visits to calm, quiet spaces.

The AAP says children who can't remove masks on their own due to physical or severe cognitive impairments should not wear them. Talk with your Care Manager or call Customer Care at **202-467-2737** if you have concerns.



CEO Corner

Meet Anna Dunn. Dunn says her passion for serving children and young adults with



Anna Dunn
President and CEO

complex health challenges and special needs comes from her experience as a foster and adoptive parent of D.C. children. A volunteer with HSCSN since 2012, she changed roles earlier this year, becoming President and CEO. "I first learned about HSCSN when my daughter became a member of the program," says Dunn. "As a social worker by trade, I saw ways to improve care and training. I am grateful to be serving our children and their families and for a chance to help other children who are like my daughter."

LOCAL HOLIDAY RESOURCES

Keep Your Benefits Call Today!

Are you going to lose Medicaid eligibility this month? If you lose eligibility, you will not be able to:

- Take your child to the doctor.
- Get medicine your child needs.
- Use transportation services.

HSCSN can help you and your family recertify to keep your benefits. Call us Monday through Friday between 8:00 a.m. and 5:00 p.m. at **202-467-2737**.



THE HSC HEALTH CARE SYSTEM

Health Services for Children
with Special Needs, Inc.

ANNA DUNN

Chief Executive Officer, HSCSN

ERIC LEVEY, M.D.

Chief Medical Officer, HSCSN

RAELYNN SCHAFER

Vice President, Medical Management,
HSCSN

NADINE COY

Chief Operating Officer, HSCSN

LISA PROCTOR

Vice President, Marketing and
Outreach, HSCSN

DENISE CHISOLM

Director of Enrollee Services, HSCSN

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For more information, visit
hscsnhealthplan.org.

For reasonable accommodations,
please call **202-467-2737**.

During the holiday season, the organizations below offer enrollees food assistance, gift giveaways, housing programs, and emergency help. For more information, please reach out to your Care Manager.

Bread for the City

www.breadforthecity.org/services

1525 7th Street, NW Washington, DC
20001 – Email: info@breadforthecity.org
202-265-2400

Catholic Charities Archdiocese of Washington

www.catholiccharitiesdc.org/gethelp

924 G Street NW, Washington, DC
20001 – **202-772-4300**

Community Family Life Services

www.cflsdc.org/holiday-programs

305 E Street, NW Washington, DC
20001 – **202-347-0511**

Community Services Agency of the Metropolitan Washington Council, AFL-CIO

www.dclabor.org/community-services

815 16th Street NW, Suite 1100
Washington, DC 20006
202-974-8220

The Salvation Army - National Capital Area

www.salvationarmynca.org/gethelp

1434 Harvard Street, NW Washington,
DC 20009 – **202-678-9770, ext. 4**

Toys for Tots in District of Columbia

<https://anacostia-dc.toysfortots.org>

Email: anacostia.dc@toysfortots.org
202-433-0011

For more information visit www.hscsnhealthplan.org.
For reasonable accommodations please call (202) 467-2737.

If you do not speak and/or read English, please call (202) 467-2737 between 7:00 a.m. and 5:30 p.m. A representative will assist you. [English](#).

Si no habla o lee inglés, llame al (202) 467-2737 entre las 7:00 a.m. y las 5:30 p.m. Un representante se complacerá en asistirle. [Spanish](#).

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Nếu bạn không nói và/hoặc đọc tiếng Anh, xin gọi (202) 467-2737 từ 7 giờ 00 sáng đến 5 giờ 30 chiều. Sẽ có người đại diện giúp bạn. [Vietnamese](#).

如果您不能講和/或不能閱讀英語，請在上午 7:00 到下午 5:30 之間給 (202) 467-2737 打電話，我們會有代表幫助您。 [Traditional Chinese](#).

영어로 대화를 못하시거나 영어를 읽지 못하시는 경우, 오전 7시 00분에서 오후 5시 30분 사이에 (202) 467-2737번으로 전화해 주시기 바랍니다. 담당 직원이 도와드립니다. [Korean](#).

Si vous ne parlez pas ou lisez l'anglais, s'il vous plaît appeler (202) 467-2737 entre 7:00 du matin et 5:30 du soir. Un représentant vous aidera. [French](#).



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GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR